

**POSITION DESCRIPTION**  
**IS Technical Services Specialist**  
**DWD/DET**  
**IT Coordination Section**

**Position Summary:**

The IT Coordination Section is responsible for the maintenance and enhancement of the automated systems that support the division's programs. In addition, the section provides security administration, call center support, and administrative tools such as the Job Center Systems data warehouse. IT staff in the section work closely with all DET Bureaus, other DWD Divisions that have policy and programmatic responsibilities for these programs, and external entities using these systems such as the eleven Workforce Development Boards, statewide Youth Apprenticeship and High School Pupil grantees, Dept. of Corrections, other state agencies, and program sub-contractors or partners engaged in data sharing. The section is responsible for maintaining system and data security and access. It is also responsible for maintaining data sharing agreements and memoranda of understanding that authorize access to the Division's automated systems and resources.

The person in this position functions under the general supervision of the IT Coordination Section Chief. The incumbent participates in planning and facilitating meetings to determine whether system modifications are needed in response to policy changes, user requests and other events, and leads the development, testing and implementation of the resulting modifications. This position provides technical assistance to state staff, partner staff, and local users. The person in this position acts as the lead security analyst for the division. As a lead analyst, this position is responsible for serving a lead role in large development and enhancement projects, and conducts or participates in DET data and system audits. The lead participates in the hiring of other DET security analysts, and oversees the training, mentoring, and assessing of these analysts to assure security team effectiveness, responsiveness, and success. This person develops and presents IT and security-related trainings, forms, manuals, standards and guidelines, best practices, policies and procedures to multiple internal and external user groups. This person further represents DET on inter-divisional security and value stream mapping teams.

The position requires comprehensive knowledge of security-related state statutes, federal law, and best practices; DWD policy, program policy and operations; systems design, user acceptance testing, and systems implementation and follow up. The systems that have been or will be designed, implemented and maintained through the efforts of this position have a significant impact on the day-to-day operations of workforce development programs for job seekers, employers, and partner staff and agencies throughout the state. This position also requires attention to detail, and strong oral and written communication skills to be used in analysis and problem-solving activities to meet business needs within technical and legal constraints.

## **TIME % GOALS AND WORKER ACTIVITIES**

- 75%    A.    Serve as the Division of Employment & Training's (DET) Lead Security Officer
- A1.    Review requests for access to DET systems to determine appropriateness of the request, approve request, create user account, and grant system access.
  - A2.    Monitor and audit on-going system access, remove and inactivate user accounts related to employment status, data sharing agreement (DSA) terms, system abuse, and management request.
  - A3.    Interpret and apply state and federal confidentiality laws, DET policy requirements and DWD legal opinions to requests for automated systems access.
  - A4.    Establish IT infrastructure for the secure staging and exchange of data per departmental standard and division policy, work with data recipients to create and use appropriate accounts for system access, provide guidance and support to data recipients throughout the exchange process.
  - A5.    Provide problem determination, diagnosis, resolution, and associated support for system/network access for Job Seekers, local and state/federal agency users. These activities include:
    - a)    Confirm the identify of a user then Reset suspended or forgotten passwords
    - b)    Reactivating suspended IDs
    - c)    Resolving specific Job Seeker, local, state/federal agency user access problems
    - d)    Staff the DET security help desk, providing technical expertise and support to system users.
  - A6.    Consult with local agency security officers on security policies and procedures to insure they are followed locally.
  - A7.    Participate in the establishment of rules and the testing of user security profiles for DET automated systems.
  - A8.    Draft and manage Data Sharing Agreements between DET, partners and other outside entities for sharing and use of DET data.
  - A9.    Draft and manage Memoranda of Understanding between DET, partners and other outside entities for use of and access to DET systems.
  - A10.    Oversee security-related audits for the Division.
  - A11.    Develop and provide security-related training to internal and partner staff.
  - A12.    Develop, maintain, and provide Division security-related forms to internal and partner staff consistent with RDA requirements.

- A13. Engage with department level automation security and other division security officers as needed to identify best practices, establish and maintain department-wide security standards and policies, assure DET needs are met.
- A14. Oversee the training of new DET Security Officers, mentor and assess other DET Security Officers on complex and routine security practices.

15%    B.    Provision of system user support activities for agency programs.

- B1.    Lead and participate in work groups to identify areas where current system functionality can be improved and new technology used to improve local administration of Division programs.
- B2.    Lead and participate on systems Business Area user groups to obtain regular feedback on the operation of automated support systems, including priorities for future systems maintenance and enhancements.
- B3.    Edit and develop systems user guides and training materials, operations memos, and broadcast messages.
- B4.    Provide technical assistance on system functionality to local program staff and program operators.
- B5.    Coordinate and prepare implementation strategies, instructions, and tools to assist state and local agency staff in preparing for and implementing system enhancements and changes. Coordinate the resolution of problems that arise, and keep management apprised of status and issues.
- B6.    Develop and make presentations regarding systems issues, changes and options to advisory groups, Business Areas, conferences, and regional/local agency meetings and workgroups.

5%    C.    Lead and coordinate maintenance and enhancement projects for DET automated systems.

- C1.    Lead, coordinate, facilitate and participate in work teams involving appropriate business area representatives and departmental technical staff to define business requirements for system maintenance, enhancements, and new development, especially as they pertain to security. Work teams generally include representatives from multiple bureaus and program areas. In addition they may include representatives from other policy groups, research and statistics, budget, call center, local agencies and advisory groups. Facilitate the resolution of conflicting requirements and priorities among team members representing different interests sharing system functionality.

- C2. Work with the Business Areas in the analysis of changes to state and federal law, administrative rules, departmental regulations, policies and procedures, to determine the impact on the automated system and local agency operations. Participate in the development of implementation options; identify system development/enhancement issues and prepare options for presentation to the business area and management.
- C3. Ensure adherence to the basic design principles and development methodologies that have been established by DET for automated systems.
- C4. Coordinate the review, modification, and approval of business descriptions, detailed user views (DUVs), data models and technical documentation of processes.
- C5. Represent business area needs in all phases of system development life cycle. Use expert knowledge of business needs and application design principles to ensure delivery of a product that meets the needs of business areas and end users, and meets systems and security standards.
- C6. Coordinate and perform user acceptance testing and regression testing of system modifications. Follow standard testing procedures to ensure consistent results. Develop test scenarios; assign, review and approve testing done by team members. Identify test issues; coordinate the resolution of problems with business areas, managers, maintenance vendor and/or Department programming staff to ensure project timelines are met.
- C7. Develop implementation strategies involving the coordination of work, written material and other communications, training, and support of end users in local agencies.
- C8. Use TFS software to track all systems related work including business requirements, test scenarios, timelines, and budget information. Keep Project Request (PR) statuses up-to-date and use them to monitor status of work and expenditure of resources under the Division's Service Level Agreements (SLA).
- C9. Coordinate documentation review and approval of system changes with policy and development staff. Confirm and provide final approval for all system changes, including system documentation and authorization for program migration into the production environment.
- C10. Complete implementation follow-up activities for significant changes and modifications to the automated systems. These activities may involve visits to local agencies, analysis of data and reports, and review meetings. These will involve other staff from the section, division, external partners/vendors and BITS programming staff. The follow-up may result in additional changes to the system.

- 5%      D.      Participate in the Business Areas to plan, prioritize and schedule work.
- D1.      Analyze the impacts of policy and procedures on the automated systems. Identify policy and procedural alternatives and related system options.
  - D2.      Participate with Business Areas, management groups and other division policy analysts to develop strategic plans for long and short-term system projects, and to identify, analyze and resolve problems and issues. Identify options and recommend solutions from the division perspective.
  - D3.      Coordinate, prepare and review project documents; solicit and facilitate CIO approval; and monitor and report project progress and results.
  - D4.      Request system modifications, obtain estimates, and maintain effective communication with BITS managers and programming staff. Follow established procedures using Team Foundation Server to initiate and track systems work.
  - D5.      Participate in the Business Area meetings for setting priorities for systems modifications and allocation of BITS resources. Provide direction to Business Area management and other stakeholders on priorities for systems work. Resolve conflicts regarding proposed solutions, priorities and scheduling of system work.
  - D6.      Identify areas where the system design can be simplified, or improved. Provide direction to Bureau and Division management on how to incorporate new technology to make systems easier to use or operate more efficiently.
  - D7.      Develop, coordinate and monitor work plans for the automated systems projects. Coordinate and schedule work for assigned areas, considering priorities, resource contentions, and available BITS resources. Keep the Business Areas and management informed on the status of systems work.
  - D8.      Establish, lead, coordinate and participate in work groups to identify areas of concern with system operation or the need to automate new policy or processes, and propose appropriate automated solutions.
  - D9.      Provide back up for other analysts in the unit and work cooperatively in the planning and design of common logic to support the needs of the Business Areas while maintaining common technical standards.

## **KNOWLEDGE AND SKILLS REQUIRED**

1. Considerable knowledge of systems analysis and agile methodology for the automation of program policy and systems testing techniques.
2. Considerable knowledge of theories, principles, and processes of planning and policy analysis as it relates to automated systems.
3. Expert level knowledge of the principles of system security, methods of user access, and techniques of providing user system support.
4. Working knowledge of computer equipment, telecommunication methods, and approaches to database management.
5. Ability to analyze the federal/state laws, regulations, rules, and policies that apply to employment and training programs.
6. Working knowledge of automated systems for employment programs, including systems support for employment program case management, employer job openings and services, and program tracking.
7. Working knowledge of labor exchange theory and techniques and administrative requirements to implement program policy and serve clients effectively.
8. Attention to detail, and critical analysis and problem-solving skill.
9. Excellent written and verbal communication skills.
10. Expert level knowledge of data privacy and confidentiality to assure system integrity.
11. Considerable knowledge of effective training methods for adult learners.